

# TOWN HALL MARCH 31, 2011



84 employees attended the first of four Town Halls scheduled for 2011. The agenda included:

- Director's Comments
- National Direction
- Employee Fitness
- Rounding
- Construction
- Budget and Efficiency
- Systems Redesign
- Chief of Staff's Comments

## **National Direction-Director**

Medical Center Director Jerald D. Molnar attended VA Day symposium at the American College of Healthcare Executives (ACHE) on March 24, 2011. Under Secretary for Health, Dr. Robert Petzel shared the vision of the VA of the future focusing on six major themes: Access, Homelessness, Backlog, Veteran Centric, Results Oriented and Forward Thinking. The ultimate goal is to create an Organization of Excellence which:

- Provides patient-centered care
- Provides coordinated care
- Is fully integrated
- Learns continuously
- Continuously improves its processes
- Is transparent
- Continuously measures performance
- Manages its employees' skills and knowledge
- Empowers employees
- Works in teams
- Works collaboratively
- Has consistent and predictable performance

## **Employee Fitness-Kris Valest**

### **Veterans Fitness Gym:**

- Strength machines, free weights, and endurance equipment
- Building 402, 1220
- 24 hour Open access via the buddy system for all Tomah VA employees with a W1 key
- Employees must have liability form on file; available in fitness gym
- Veterans have first choice of equipment

### **PMRS Ability Gym:**

- Building 402, 1250
- 7:00-8:00am and 4:00-5:30PM M-F, excluding holidays
- Fitness videos and space available
- Self guided endurance/strength circuit; orientations on Tuesdays at 4:30

### **Employee Running Club:**

- First open house style meeting: April 6 @ 4:00-5:00 in 402, 1235
- First race: Lacrosse Fitness Festival April 30, 2011
- Open to experienced and inexperienced fitness walkers and runners; distances from 5K to marathon

### **Employee Yoga:**

- Building 402, 1264
- Mondays 430pm-530pm
- Taught by Sarah Yanko, DPT

**Point of Contact: Kris Valest, PMRS Supervisor @ [Kristin.Valest@va.gov](mailto:Kristin.Valest@va.gov)**

## **Rounding – Jerry Molnar**

Staff Rounding: Evidenced based program for supervisors to meet with staff on a regular basis.

- Increases supervisor accessibility to staff.
- Creates an environment of positive interaction and transfer of information.
- Supervisors began staff rounding in February.
- Overall, initial feedback from both staff and supervisors.

Senior Leadership Rounding: Structured walkthrough of facility work areas.

- Increases Senior Leadership visibility.
- Recognizes staff for great work.
- Quadrad began staff rounding in March.

**Point of Contact: David Vuong at 66146**

### **Construction – Kurt Marshaus**

Building 401: Renovate 2<sup>nd</sup> and 3<sup>rd</sup> for long-term care (LTC).

- 2 projects combined: HVAC/Window and Living area.
- Start in April 2011. Finish in the November of 2012.

Green Houses: 2-3 ten-bed homes for long-term care.

- Behind B-400 on the corner between baseball field and golf course.
- Design is funded. Construction is not funded yet.

Building 2: Renovate building for residential rehabilitation program.

- Increased beds from 45 to 75.
- Starts in September 2011. Finish is February 2013.

Building 400 Clinic Addition (infill):

- Provides new area for Blue Team, Lab and Dental.
- Starts in Sept 2011. Finish in December 2012.
- Basis for 4 additional projects: Radiology, Optometry, Audiology, Dermatology, Neurology, Podiatry, and Patient Education

**Point of Contact: Kurt Marshaus x61684**

### **Budget & Efficiency – Toby Lane**

Workload

- From 2001 to 2006, the number of patients treated by Tomah VAMC increased by 75%. Since that time, the trend has been flat (2%) with no significant change projected.
- Outpatient visits continued to increase (26% from FY08 to FY10) as access improves for specialty services and new programs are added.

Staffing

- Since the end of FY07, Tomah's workforce has increased by 232 FTE or 31.5%.
- Much of this is due to new initiatives or program improvements (including staffing WI Rapids and Wausau CBOCs).

Budget:

- Budgets have been favorable over the past several years.

- Looking ahead, the projected budgets will not support additional staff. As a result, Tomah VAMC will need to improve the efficiency and productivity of the existing workforce to meet future workload demands.

#### Reviews:

- We will be looking at the efficiency of services across the medical center. We plan to compare ourselves with similar VA and private sector services and if we find much better performance, we will look to see what they are doing differently. We also plan to look at our VERA (VA Funding) allocations.

**Point of contact is Jeff Evanson at 66080 or Toby Lane at 61129**

#### **Systems Redesign – Jeff Evanson**

##### What are we working on?

- National Collaborative:
  - Transitioning Levels of Care with a focus on Acute Mental health to Residential Rehabilitation. POCs are Lloyd Chandler and Dr. Dave Skripka.
  - Patient Aligned Care Teams (PACT). POC is Laura Martin.
  - Intensive Care Coordination Management (ICCM). POC is Tracey Lane-Belcher.
- Local Initiative:
  - Rapid Process Improvement Workshops focusing on Telephone Response is scheduled for April 4-8. POC is Melissa Mason
  - Total of 30 projects currently on the list.

##### How do we get an issue raised and addressed?

All potential redesign projects should be sent to the Leadership Quality Council. We are creating a tool based on Chillicothe VAH “The Bright Idea Form”. We plan to have this available electronically on Tomah VAMC SharePoint.

**Points of contact are Jeff Evanson at 66080 and Judy Broad at 67707.**

##### How do we prioritize?

The Leadership Quality Council prioritizes the projects. Areas considered are links to the Strategic Planning process, demand/time commitment for workgroups throughout the medical center and regulatory requirements, amongst others.

##### How are people trained? Can I participate? (black, green and yellow belts)

VISN 12 has provided VISN-wide training opportunities for Black Belt, Green Belt and Yellow Belts. Additional training is scheduled throughout 2011. Local training on the process is scheduled for April 8. Everyone is welcome to apply. We have 40 slots to be used across the facility.

#### **Chief of Staff-Dr. Houlihan**

Dr. Houlihan reinforced our mission to provide “Quality, Compassionate Care Every Veteran, Every Day.” More and more Veterans will have choices for healthcare. Most recently at the St. Louis VA, due to the troubles there, a congressman renewed a call for vouchers for Veterans.